

REINVENTING THE MMIS

A newsletter for
the MMIS
reprocurement

Medical Assistance
Administration,
DSHS, No. 1/2003
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THE WEEK'S BIG NEWS:

JAD training, work sessions get under way

The quest to rebuild Washington State's Medicaid Management Information System (MMIS) took a major step forward this week as the Joint Application Development (JAD) training got under way. A series of training sessions on October 1 drew more than 100 staffers from MAA, from across DSHS and from other agencies in state government. At issue is the reprocurement strategy for the MMIS, the massive computer system that is at the heart of the Medicaid payment process, tracking patient treatments and adjudicating provider reimbursements.

Assistant Secretary **Doug Porter** and Information Services Division Director **Heidi Robbins-Brown** call the MMIS reprocurement the MOST important project for DSHS in two decades. DSHS Secretary **Dennis Braddock** says the tasks ahead will challenge DSHS on almost every level – and support the agency's ability to meet its goals to better manage services to clients across all the DSHS silos.

The JAD sessions are facilitated discussions between the knowledgeable business people within DSHS and other agencies who now use or who might use the new MMIS with the goal of determining the business requirements the new MMIS must meet. If the right people do not attend, we may not meet their business needs in an optimal manner and the new system will not be a total success.

WHAT'S NEXT: Except as noted, JAD sessions are in *Town Square, Building 6, Floor 2, from 8:30 a.m. to 4:30 p.m.*

Monday, October 13	Call Center Management JAD (Half-day session, 1 to 4 p.m.)	It will focus on the current DSHS call center management applications for providers and clients and the business functionality needed for future contact and tracking thereof.
Tuesday, October 14	EPSDT JAD	It will focus on the business functionality necessary to ensure children under the age of 21 receive the appropriate screenings and treatment.
Wednesday, October 15	Electronic Claims Management and Eligibility Verification System (ECM/EVS) JAD	It will address the providers' automated claim submission and eligibility verification activities and the systems that ease providers' claims submission and eligibility verification.
Thursday, October 16	Managed Care JAD	It will focus on the managed care environment for Washington, including a high-level discussion of client assignment, capitation payment and rate setting.

THE TIMETABLE

October-December 2003 – JAD sessions to hammer together the outline of MMIS redesign
Early 2004 – FourThought Group submits report on MMIS recommendations drawn from JAD sessions
Early 2004 – State Information Services Board reviews and approves plan for reprocurement
End of 2004 – Request for Proposals to be submitted for bids on and contract awarded for new MMIS
End of 2006 – New MMIS in place and operational

KEY PLAYERS: ACTING PROJECT MANAGER JEAN HOLZ

Jean Holz, the 40-year veteran of data processing who has been selected as Acting Manager for the MMIS project, is a no-nonsense manager who has seen the business from the bottom to the top. She got her start in Information Systems as a programmer and worked her way up to designer, analyst and then project manager, learning to develop new systems to replace processes that had become obsolete. She had a major role in 1999 with MAA's Y2K Project. Jean came out of retirement to help get this project moving. "It is exciting to work with Heidi again and get things under way," Jean says. "The foundation we are putting down today is going to play a major role in this project's outcome."



Jean Holz

Staff who have questions about MMIS reprourement can contact Jean at 725-1006 or via e-mail at holzjl@dshs.wa.gov

THE FOURTHOUGHT GROUP

Who makes up the FourThought Group (4TG) that is working with Jean on the MMIS reprourement? The 4TG consultants were retained to coordinate the vast information-gathering and business analysis phase of our MMIS review, helping DSHS look at its business needs, capabilities, and strategies. They are expected to spend 4-6 months defining the business requirements that would allow the new MMIS system to meet our business needs. The new system should facilitate the accomplishment of each of our jobs and maybe actually enable us to easily do more than we do currently. In order to accomplish this, 4TG is conducting personal interviews to determine what business processes we use and how we currently use the MMIS. In addition, they are facilitating the JAD sessions to determine what the MMIS currently does for us and what we need/want the new one to do. The 4TG report on this phase of the process will be a key step in winning approval of the reprourement plan by the state Information Services Board (ISB) and helping DSHS move deliberately toward its goal of a new MMIS by the end of 2006.

The 4TG Team consists of 16 members. Here are key members of the 4TG project team that you will be seeing around DSHS over the next several months:

- ▶ **Mike Lasher**, Project Manager, e-mail: lashegm@dshs.wa.gov or mlasher@fourthoughtgroup.com
- ▶ **Benni DeMarco**, Project Coordinator, e-mail: bdemarco@fourthoughtgroup.com

Mike and Benni have responsibility for Project Management activities and can be found in the Project Control Center next door to the Bob Caetano room on the 4th floor of Building 1 in Town Square.

- ▶ **Faye Makishima**, Functional Team Lead, fmakishima@fourthoughtgroup.com
- ▶ **Karen Jones**, Facilitator, kjones@fourthoughtgroup.com
- ▶ **Walter Bridgewater**, Technographer, wbridgewater@fourthoughtgroup.com

Faye, Karen, and Walter make up the JAD team and have responsibility for collecting user requirements for the future MMIS from participants in the Joint Application Development (JAD) sessions.

- ▶ **Bobby Hays**, Technical Team Lead, bhays@fourthoughtgroup.com
- ▶ **Matt Shannon**, Business Analyst, mshannon@fourthoughtgroup.com

Bobby and Matt are currently investigating the technical and organizational environment at the Medical Assistance Administration.

Contact any member of the 4TG team by calling the PCC at 725-2109, 725-2142, or 725-2143.

MMIS REPROCUREMENT PROJECT STEERING COMMITTEE

Dennis Braddock, Secretary, DSHS; **Liz Dunbar**, Deputy Secretary, DSHS; **Doug Porter**, Assistant Secretary, MAA, Chair; **Kathy Leitch**, Assistant Secretary, Aging and Disability Services (ADSA); **Stan Marshburn**, Chief Financial Officer; **Christy Ridout**, Chief Information Officer; **Kathleen Brockman**, Chief Administration Officer; **Bernie Friedman**, General Counsel; **Uma Ahluwalia**, Assistant Secretary, Children's (CA); **Kennith Harden**, Assistant Secretary, Management Services (MSA); **Deb Bingaman**, Assistant Secretary, Economic Services (ESA); **Tim Brown**, Assistant Secretary, Health and Rehabilitative Services (HRSA); **Cheryl Stephani**, Assistant Secretary, Juvenile Rehabilitation (JRA).